

**7<sup>th</sup> Citizens' Energy Forum Draft Agenda**  
**London, 12-13 March 2015 – Business Design Centre, London**  
**52 Upper Street, London N1 0QH**

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**Day 1**

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- 11:00–12:00** Registration and sandwiches
- 12:00–12:30** **Keynote speech on the role of consumers in the Energy Union**  
Miguel Arias Cañete, Commissioner for Energy
- 12:30–12:45** **Keynote speech on a consumer-centred Energy Union (video message)**  
Věra Jourová, Commissioner for Justice, Consumers and Gender Equality (video message)
- 12:45–14:45** **High-level panel discussion on the consumers' central role in energy retail markets**  
**Chair** Lord Mogg, CEER
- 12:45 – 13:15 **Three consumer organisations' testimonials**  
12:45 – 12:55 Ingmar Streese, Verbraucherzentrale Bundesverband (DE)  
12:55 – 13:05 Andrzej Bućko, Polish Consumer Federation (PL)  
13:05 – 13:15 Bjørnar Angell, Forbrukerrådet, the Norwegian Consumer Council (NO)
- 13:15 – 13:45 **Panel discussion:** Jurijs Spiridonovs (Latvian Presidency), Monique Goyens (BEUC), Antonio Coutinho (Eurelectric), Thomas Lowe (Eurogas), Johannes Jungbauer (CEDEC), Andreas Rydbo (GEODE)
- 13:45 – 14:00 **Energy Consumers and Retail Markets: Results from the 2014 Market Monitoring Report Key findings on retail market, ACER Annual Monitoring report** - Alberto Pototschnig, ACER
- 14:00 – 14:35 **Panel discussion:** Jurijs Spiridonovs, (Latvian Presidency), Monique Goyens (BEUC), Antonio Coutinho (Eurelectric), Thomas Lowe (Eurogas) Johannes Jungbauer (CEDEC), Andreas Rydbo (GEODE)
- 14:35 – 14:45 **Closing remarks**  
Lord Mogg, CEER
- 14:45–15:15** **Coffee break**

**15:15–16:30**      **Retail market trends from consumer perspective - presentations, reports and Q&A with audience**

**Chair** Despina Spanou, Director JUST

15:15 – 15:20      **Introductory remarks from the Chair**

15:20 – 15:30      **Presentation of the study “Functioning of retail electricity markets for consumers in the EU”** – Preliminary findings  
Andrew Johnson, IPSOS

15:30 – 15:40      **Q&A on electricity market trends**

15:40 – 15:45      **Presentation of the study “Consumer vulnerability across key markets in the European Union”** – Methodology Dr Charlotte Duke, London Economics

15:45 – 15:50      **Q&A on vulnerability**

15:50 – 16:00      **Presentation of the Study “Energy poverty and vulnerable consumers in the energy sector”** – Preliminary findings  
Steve Pye, UCL Energy Institute

16:00 – 16:10      **Q&A on energy poverty**

16:10 – 16:20      **General Discussion on the whole session**

16:20 – 16:30      **Closing remarks**

**16:30–16:45**      **Introducing the Breakout sessions**

**16:45–18:45**      **Breakout sessions**

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**Breakout session 1: From smart meters to new markets in smart services**

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Disseminate the Commission's Benchmarking report on the roll-out of smart metering as well as promote the discussion and endorsement of current actions under the Smart Grids Task Force aiming at: guarantying the right protection of data privacy of consumers; ensuring that the smart metering systems to be installed in Europe are interoperable and comply with available and coming technical standards; and enabling the easy implementation of energy management services and focusing on consumers' needs. Topics to cover: data handling and security; standardisation and interoperability of smart metering systems; information to consumers.

**Chair** Jan Pánek, Head of Unit, ENER  
**Rapporteur** Katarina Abrahamsson, CEER

- 16:45 – 17:30      **Presentations**  
Consumers' awareness on energy consumption, François Blanc (ERDF)  
Standardisation & interoperability, Neil Avery (ANEC)  
Data handling/privacy, Howard Porter (ESMIG)
- 17:30 – 18:30      **Discussion**
- 18:30 – 18:45      **Closing remarks:** Katarina Abrahamsson, CEER

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### **Break out session 2: Innovative ways of engaging consumers**

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While consumer engagement with their energy is an evolving, ongoing process, this session will provide an overview of existing initiatives which help consumers to take action, get better deals and consume in a sustainable manner. This session will also discuss how product policy can improve energy efficiency and how to get consumers on-board to buy energy saving products.

**Chair**                      Monique Goyens, Director-General of BEUC  
**Rapporteur**              Robert Nuij, ENER

- 16:45 – 17:30      **Panel 1**  
Georgios Kiriazis (JUST)  
Breda Kutin, Zveza Potrošnikov Slovenije (SI)  
**Discussion**

- 17:30 – 18:30      **Panel 2**  
Alun Jones (ECOS),  
Candice Richaud (CECED),  
Samantha Kennedy (DECC)  
**Discussion**

- 18:30 – 18:45      **Closing remarks:** Robert Nuij, ENER

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### **Breakout session 3: New market practices and enforcement**

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Stakeholders will debate challenges for enforcement posed by several new commercial practices of different market actors that could be viewed as being on the edge of regulation. The session will attempt to reach some insights on the constraints faced by public enforcement bodies and consumer organizations in the energy sector and on best ways to coordinate enforcement activities between horizontal consumer agencies and sector-specific regulators but also with consumer organizations.

**Chair**                      Carina Tornblom, Head of Unit, JUST

**Rapporteur** Kalina Trifonova EVN (BG)

16:45 – 17:30 **Presentations**  
Dirk Van Evercooren, CEER  
Paolo Fonseca, DECO (PT), Nicolas Mouchnino, UFC-Que Choisir (FR),  
Robert Spencer, Authority for Consumers and Markets (NL), Lewis  
Shand Smith, the National Energy Ombudsman Network

17:30 – 18:30 **Discussion**  
18:30 – 18:45 **Closing remarks:** Kalina Trifonova EVN (BG)

**19:00** **Cocktail**

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## Day 2

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**09:00 – 09:40** **Reports from the breakout sessions**

09:00 – 09:20 **Rapporteurs report from breakout sessions**

09:20 – 09:40 **Discussion**

09:40–10:45 **Building the Energy Union through consumer engagement**  
**Chair:** Richard Adams, European Economic and Social Committee

09:40 – 09:50 **Predicting consumer response to the challenges of energy transition**, Sharon Darcy (Sustainability First)

09:50 – 10:00 **Encouraging local authorities to prioritise a sustainable energy approach**, Mark Bramah (APSE Energy)

10:00 – 10:10 **How can cities help delivering the Energy Union**, Anna Lisa Boni,  
Eurocities (Covenant of Mayors)

10:10 – 10:20 **Building the Energy Union through consumer engagement**, Richard  
Adams, European Economic and Social Committee

10:20 – 10:40 **Interactive audience section**

10:40 – 10:45 **Closing remarks** Richard Adams, European Economic and Social  
Committee

<b>10:45–11:15</b>	<b>Coffee break</b>
<b>11:15–12:30</b>	<b>Panel discussion on next steps to develop retail markets</b> <b>Chair</b> Klaus-Dieter Borchardt, Director ENER
11:15 – 11:25	<b>Presentation</b> Market Flexibility, Manuel Sánchez Jiménez, ENER
11:25 – 12:15	<b>Panel discussion:</b> Christian Buchel (EDSO), Eva Hennig (Eurogas), Patricia de Suzzoni (CEER), Adam Scorer (Citizens Advice)
12:15 – 12:30	<b>Closing remarks</b> Klaus-Dieter Borchardt, Director ENER
<b>12:30–13:30</b>	<b>Lunch (buffet)</b>
<b>13:30–14:45</b>	<b>Panel discussion on managing energy costs through smart consumption and self-generation</b> <b>Chair:</b> Paul Hodson, ENER
13:30 – 13:45	<b>Presentation on self-consumption schemes,</b> Marc Londo, ECN
13:45 – 14:30	<b>Panel discussion:</b> Alexandre Roesch, European Photovoltaic Industry Association, Eduardo Teixeira, Portuguese National Regulatory Authority, Ingmar Streese, Federation of German Consumer Organisations, Dirk Vansintjan, Ecopower, Andres Jaadla, Committee of the Regions
14:30 – 14:45	<b>Closing remarks:</b> Paul Hodson, ENER
14:45–15:15	<b>Coffee break</b>
<b>15:15–16:30</b>	<b>Conclusions</b> Klaus-Dieter Borchardt, Director ENER Despina Spanou, Director JUST